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INFORMATION TECHNOLOGY

Citizen Access Community Development Account Setup

This document will instruct the public how to setup an account in Citizen Access to view information on their permit and to pay the associated fees related to the permit. **ALL STEPS MUST BE COMPLETED.**

STEP 1. Setup an Account

If you have never logged into the Citizen Access Portal to pay an Utility Bill please go through the step below. If you have paid a utility bill before please skip to next section.

1. Go to <https://citizenaccess.cityoffrederick.com/citizenaccess>
2. Select New User
3. Enter the Information in New User Registration and Click Submit. This will send an email to the email you just used to setup the account.
4. Navigate to your email and click the confirmation link
5. Enter you email address and password to activate your account
6. Click return to login page or go to <https://citizenaccess.cityoffrederick.com/citizenaccess> and login

STEP 2. Add your Business or Personal Profile

After logging in you will need to setup a person or business profile in community development.

This allows your contact to be added to a permit in our system so you can pay your fees

1. Click Community Development on the left-hand side
2. If you are business click business profile – Fill out all the information Phone and Fax Must be filled out in (xxx) xxx-xxxx format. Hit Save
3. If you are just a citizen click personal profile and fill out information. All phones must be entered even though they are all not showing as required. Same format as above
4. After you fill out your profile a bunch of new buttons will appear. Disregard the Apply for Permit button.
5. Once you have created your business or personal profile you will need to contact the Engineering Department at the appropriate email address. They will link your contact to your permit so you can pay the fees online.